

The background image shows a busy airport terminal with people walking on a moving walkway. A semi-transparent red overlay covers the entire image, and a diagonal white line runs from the bottom right towards the center. The title text is centered over the red area.

# Accessibility Plan and Feedback Process 2023 - 2026



**YYC**

CALGARY  
AIRPORT  
AUTHORITY

L'ADMINISTRATION  
AÉROPORTUAIRE  
DE CALGARY

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### **Plan Revision**

The Terminal Operations department is responsible for establishing, administering, and maintaining this plan. The plan will be reviewed annually and revised as required or following an event which identifies a requirement for immediate amendment. All revisions will be made in consultation with the stakeholders.

For information about this plan or obtaining an official copy, please contact:

Terminal Operations  
The Calgary Airport Authority  
2000 Airport Road NE  
Calgary AB T2E 6W5  
Phone: 403 735 1200



Version Control

VERSION	DATE	CHANGES MADE	PREPARED BY	APPROVED BY
1.0	Apr 2023	New	Operations Coordinator, Terminal & Passenger	Manager, Passenger Experience & Programs
2.0	May 2023	Revisions based on feedback from consultation period	Operations Coordinator, Terminal & Passenger	Manager, Passenger Experience & Programs
3.0	Feb 2024	Revisions based on feedback from CTA – update to feedback process; minor adjustments to format	Operations Coordinator, Terminal & Passenger	General Manager, Terminal Operations
4.0	June 2024			



# General

The Calgary Airport Authority is committed to becoming a barrier-free, inclusive airport for people of all ages and abilities and to ensure that every guest can fully participate in and enjoy the airport experience.

The purpose of this plan is to outline the strategic direction YYC aims to take to enhance accessibility at YYC Calgary International Airport and to prevent and remove barriers that may impact people with disabilities. This plan will cover the period beginning June 1, 2023, until June 1, 2026. An updated accessibility plan and feedback process will be published every three years in order to reflect current efforts being directed to improving accessibility at YYC.

## Feedback Process

YYC welcomes all feedback about how we are implementing our accessibility plan and feedback process, and/or any encountered barriers at YYC Calgary International Airport. You can reach out to provide YYC with feedback personally or anonymously by contacting us via [email, phone number, or mailing address](#), as indicated below.

Our team will acknowledge receipt of your feedback using the same channel by which the feedback was received unless feedback is received anonymously. At that time, more information may be requested.

Depending on the circumstances of the feedback provided:

- a) If a complaint is related to The Calgary Airport Authority (the Authority) services, amenities, or facility, and can be easily resolved, the Authority will endeavour to rectify the situation and inform the complainant as to what action(s) resulted from the complaint.
- b) If a complaint is related to an Authority service, amenity, or facility and cannot be easily resolved, the issue will be further explored by the Authority, and measures will be taken to find a solution. The Authority will inform the complainant as to what actions resulted from the complaint.
- c) If a complaint pertains to a service provider on airport grounds that does not have a formal complaint response/resolution process through its website, the email will be escalated to the implicated campus partner's team lead at the Authority.
- d) If a complaint pertains to a service on airport grounds that has a formal complaint response/resolution process through its website, the Authority will refer the complainant to that resource. The Authority will also inform the implicated campus partner's team lead at the Authority of the complaint.



## Designated Person to Received Feedback

The designated person to received feedback is noted below.

General Manager, Guest Experience  
The Calgary Airport Authority

## Means of Submitting Feedback

Feedback may be submitted using one of the following three options.

- Phone: 403-735-1200
- Email: [CalgaryAirport@yyc.com](mailto:CalgaryAirport@yyc.com)
- Mailing Address: 2000 Airport Road NE, Calgary, AB T2E 6W5

For more information on Accessibility at YYC, please visit our [Accessibility page on YYC.com](#).

## Means of Requesting an Alternative Format of this Plan and Feedback Process

Any person who would like to request an alternate format of this accessibility plan or an alternate format of the description of the feedback process is encouraged to reach out to us via [email, phone number, or mailing address](#), as indicated above.

Requested alternative formats will be available for the requestor no later than the timelines noted below. The requestor will be notified that their requested alternative format is ready for pick-up. Pick-up will be at the Information desk located on the Arrivals level between door 7 and 9 during operating hours. If the requestor wishes to have the alternative format mailed, they must provide a postal address at the time of request.

- Print – 15 days
- Large print – 15 days
- Braille – 45 days
- Audio format – 45 days
- Electronic format that is compatible with adaptive technology that is intended to assist persons with disabilities – 15 days

## Accessibility Principles

This plan has been developed with consideration of the following principles.

1. All persons must be treated with dignity regardless of their disabilities;
2. All persons must have the same opportunity to make for themselves the lives that they are able and wish to have regardless of their disabilities;
3. All persons must have barrier-free access to full and equal participation in society, regardless of their disabilities;
4. All persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities;
5. Laws, policies, programs, services and structures must take into account the disabilities of persons, the different ways that persons interact with their environments and the multiple and intersecting forms of marginalization and discrimination faced by persons; and
6. Persons with disabilities must be involved in the development and design of laws, policies, programs, services and structures.

## Information and Communications Technologies (ICT)

To reduce barriers in Information and Communications Technologies over the next three-years, YYC is committed to addressing the following items.

### Accessibility Goals

- In 2023, YYC ensured that in every instance in which a phone number has been listed on the website, an email address and a link to a telephone relay service has been provided.
- In 2023, YYC will bring on a contractor that is a subject matter expert in creating accessible websites. This contractor will help in having us conform to Level AA status based on the Web Content Accessibility Guidelines.
- In 2023 and 2024, YYC is actively researching and seeking out new technology that supports accessibility at the airport.
- In 2024, YYC will verify that all enabled audio and visual formats for recorded public announcements concerning departure delays, gate assignments, or schedule changes are in good working order.

- In 2024, YYC will create a form on the website where an individual can order an alternative format of information made available to the public. As an interim method of requesting alternative formats, requests can be sent through one of the following contact options. Please see above section on [means of requesting an alternative format](#).

Manager, Passenger Experience and Programs  
Terminal Operations Department  
The Calgary Airport Authority

Phone: 403-735-1200

Email: [CalgaryAirport@yyc.com](mailto:CalgaryAirport@yyc.com)

Mailing Address: 2000 Airport Road NE, Calgary, AB T2E 6W5

## Communication, other than ICT

To reduce and prevent barriers in Communication, other than Information and Communications Technologies, YYC has outlined the following priorities.

In 2022, YYC has provided mandatory accessibility training to airport staff who may interact with the public or participate in decision-making or policy and procedure development. Training was provided consistent with ATPDR requirements.

- YYC contracted [Changing Paces](#) to develop this accessibility training. Changing Paces employs individuals with lived experience with disabilities.
- YYC consulted its local accessible community by surveying approximately 100 members of the travelling public who requested accessibility assistance through the Accessible Support Request Form on the [Accessibility page on YYC.com](#). Feedback that was collected through the survey was utilized to develop training content.
- The goals for this training are to:
  - raise awareness of different types of disabilities;
  - educate staff on the needs of travellers with disabilities; and
  - elevate the confidence level of staff.
- The objectives for this training are to:
  - understand disability rights in Canada;
  - increase awareness of the importance of accessibility and inclusion;
  - expand knowledge of the types of barriers to access (physical, communication, systemic, attitudinal, technological);

- provide direction on interacting with people with disabilities, service animals, and support personnel;
- outline best practice approaches in customer service delivery; and
- provide information on how to handle situations where solutions may be unclear.

### **Accessibility Goals**

- In 2023, YYC will implement an interpretation service, which will support users seeking information in American Sign Language and users seeking language translation services.
- In 2024, YYC will provide feedback to airport partners, contractors, and internal staff on proper use of the public announcement system in the terminal building. This feedback will include best practices for public announcements, which includes ensuring that announcements are good quality, in plain language, and spoken slowly with clear enunciation.
- In 2024, YYC will continue to research new methods to communicate information in a variety of different ways (i.e. signage improvements).
- In 2025, YYC will provide mandatory refresher training regarding accessibility to airport staff who may interact with the public or participate in decision-making or policy and procedure development.

## **Procurement of Goods, Services and Facilities**

To reduce and prevent barriers in the procurement of goods, services, and facilities, YYC has outlined the following steps that will be taken.

### **Accessibility Goals**

- In 2023 and onward, YYC will consult the Accessibility Advisory Committee on goods, services, and facilities to be procured should they relate to or impact a person with a disability who may be travelling through the airport.
- In 2025, YYC will establish a working group to elevate accessibility considerations in the procurement for goods, services, or facilities.

## Design and Delivery of Programs and Services

YYC is committed to ensuring that programs and services are inclusive to guests of all ages and abilities. YYC has outlined the following actions that will be taken to identify and remove barriers and prevent new barriers from developing with regards to the designs and delivery of programs and services.

### Accessibility Goals

- In 2023 and onward, information regarding the development, implementation, and delivery of new programs and services are proposed to the Accessibility Advisory Committee, or a relevant Subcommittee, for review and to enable a mechanism of consulting the local accessible community.
- In 2023, YYC will initiate a review process for all program and service specific documentation that is guest-facing. This review will include feedback from YYC's Accessibility Advisory Committee.

## Transportation

Accessible transportation is an integral component in the airport journey. As such, YYC is committed to partnering with service providers that prioritize accessibility, so that guests arriving at or leaving from the airport can experience a barrier-free and inclusive travel experience.

### Accessibility Goals

- By June 2026, language in agreements with a rental vehicle transportation service provider or other transportation service provider will reflect current best practices

in terminology and YYC will investigate a process for auditing ground transportation partners' compliance to accessibility requirements.

## Built Environment

The built environment as it relates to the transportation network includes items such as signage and wayfinding, accessibility of washrooms, service animal relief areas, accessible parking, and an accessible path to travel to and from the terminal building.

### Accessibility Goals

- Starting in 2024, YYC will consult with persons with disabilities to assess various passengers flows in their level of accessibility. Deficiencies or areas for improvement will be noted and a corrective action plan will be issued.

## Employment

Our airport connects people of all ages and abilities. We commit to inclusivity and diversity through conversations, learning, and an appreciation of individual identities. This is how we succeed in delivering an unforgettable, world-class airport experience.

The diversity of our employees is recognized, respected and reflective of our region.

Inclusive leadership welcomes and embraces the unique abilities, insights, and experiences of our team. Our approach to equitable talent enables innovation and creativity in pursuit of our North Star. At The Calgary Airport Authority, you have a place with us.

### Our Commitment

Everyone plays a role in creating an inclusive culture that inspires togetherness and connection. By treating each other with kindness and empathy, we seek to create a place that fosters a celebration of identities, collaboration, and connection.

### Work with The Calgary Airport Authority

The Calgary Airport Authority is an equal opportunity employer who encourages qualified applicants to apply including women, Indigenous people, persons with disabilities, members of visible minorities, members of the 2SLGBTQ+ community, and others who may contribute to organizational diversification of ideas on all our job posters. Our job postings are available on public and free-access job boards.

We encourage applicants to self-identify as a member of a designated group as defined by the Employment Equity Act to identify and promote applicant pool and workforce representation. Employees are also encouraged to self-identify upon hire.

We extend accommodations through the recruitment process and during employment supported by a formal accommodation policy and process offering flexible accommodation options (e.g., ergonomic work furniture, adaptive technology, flexible scheduling, etc.). If anyone requires assistance in applying or accommodations during the recruitment process, please contact [hr@yyc.com](mailto:hr@yyc.com). Employees work with the Human Resources Team for any return-to-work plans following leaves related to disability.

All employees are required to complete Accessible Transportation for Persons with Disabilities Regulation (ATPDR) training with 30 days of hire. Hiring leaders participate in recruitment training which highlights how to interrupt unconscious bias. Senior Leadership and our Human Resources Team participated in Inclusive Leadership Training hosted by an external facilitator which covered unconscious bias assessment. Offered Deaf Cultural Awareness training to our employees.

Our Inclusion Committee highlights International Day of Persons with Disabilities, Disability Employment Awareness Month, and National AccessAbility Week through awareness and educational opportunities made available to all our employees.

For almost 30 years, The Authority has been a proud partner and supporter of Vecova, a leading-edge charitable organization located here in Calgary, whose mission is to build a future for people of all abilities where everyone is valued, belongs, and thrives. Through their various programs and services, Vecova helps connect individuals with meaningful work opportunities. In this partnership, clients of Vecova provide cart retrieval services at YYC and connect with our guests to enhance our passenger experience.

We administered an externally sourced Diversity, Equity, and Inclusion (DEI) Survey in 2023 to gather feedback on how our DEI Strategy is progressing, and to better understand how we can continue to improve and help ensure The Calgary Airport Authority is a safe and inclusive work environment for all. This confidential survey allowed the opportunity for employees to self-identify with the designated groups as defined by the Employment Equity Act along with additional dimensions of diversity to capture an intersectional view on inclusion at The Calgary Airport Authority.

## **Actions to Remove Barriers**

Our goal is to foster a more inclusive workplace environment by conducting an annual review of our Diversity, Equity, and Inclusion (DEI) survey until 2025. Through this ongoing commitment, we aim to gain deeper understanding and empathy towards our employees who self-identify as having disabilities. We will actively listen to their experiences, concerns,



and suggestions to ensure they feel genuinely supported and valued within our organization. This process will enable us to identify and address any existing barriers, ultimately allowing us to implement meaningful actions that promote a more inclusive and supportive workplace for all.

The Calgary Airport Authority will explore partnerships with local organizations regarding recruitment and job placement opportunities to ensure diverse talent pools are accessed to increase representation in the applicant pool we receive. We are committed to continue providing Inclusive Leadership training to all people leaders within our organization to ensure individuals feel supported and included in their employment with us.

The Calgary Airport Authority will undertake an audit in 2024 into 2025 alongside an accessibility consultant to determine the accessibility of our employment spaces, barriers within those spaces, and provide recommendations for action.

We will focus on increased learning and development opportunities with people leaders on how to best support accommodation requests, individual needs and create optimal conditions that eliminate barriers persons with disabilities may face. We will also continue an increased focus on learning and development of all employees on how to recognize and remove barriers to promote awareness on the creation of an inclusive and equitable environment.

## Provisions of CTA accessibility-related regulations that YYC is required to follow

YYC is required to conform with the [Accessible Transportation for Persons with Disabilities Regulations \(ATPDR\)](#), specifically to Part 1: Requirements Applicable to Transportation Service Providers and Part 4: Requirements Applicable to Terminal Operators. For a more detailed outline of the provisions that YYC is subject to, please see below.

### Accessible Transportation for Persons with Disabilities Regulations (ATPDR):

#### Part 1: Requirements Applicable to Transportation Service Providers

##### Provision 3: Application

**Provision 4: General Information – alternative formats**

(1) YYC must ensure that if information about any transportation related service or facility is made available to the public, that:

- a) if the information is made available in an electronic format, the format is compatible with adaptive technology that is intended to assist persons with disabilities;
- b) if the information is made available only in a paper format, it is made available, on request, in large print, in Braille or in an electronic format;
- c) if the information is made available in an audio format, it is made available, on request, in a visual format; and
- d) if the information is made available in a visual format, it is made available, on request, in an audio format.

(2) If a person with a disability makes a request referred to in any of paragraphs (1)(b) to (d), YYC must provide the information in the requested format without delay.

YYC has consulted with its Accessibility Advisory Committee on interpreting *without delay*. Consensus reached during the roundtable consultation is that without delay implies that the request is prioritized, and that reasonable action is taken to provide the information in the requested format as soon as feasibly possible.

As noted on our [website](#), alternative formats can be made in person, in writing, or over the phone.

**Provision 5: Information to be published**

(1) YYC has published, in electronic format, information on its [website](#) regarding the following items.

- a) YYC is subject to the Accessible Transportation for Persons with Disabilities Regulations (ATPDR) and the provisions within Part 1 and Part 4 of the Regulations.
- b) Services that YYC offers to persons with disabilities and any conditions that may apply to the services.
- c) The complaint resolution services that it offers and how a passenger can submit a complaint.

(2) For greater certainty, the requirements of section 4 apply to a notice referred to in paragraph (1)(a) and complaint resolution services referred to in paragraph (1)(c).

**Provision 6: Communication**

YYC must ensure that members of personnel who interact with passengers in the course of carrying out their functions take in account the following when communicating with a person with a disability:

- a) the nature of the person's disability, particularly if the person is blind or deaf or has any other visual or hearing impairment or if the person has a communication impairment;
- b) whether the person uses an assistive device to assist them to hear, see or communicate; and
- c) whether there are methods of communication that may be used by the person or that may facilitate communication with the person, such as an augmentative or alternative communication system, sign language or clear, concise and plain language.

### **Provision 7: Telephone System**

If YYC makes a telephone number available to the public that may be used to make travel reservations or obtain information about the provider's transportation-related services or facilities, it must

- a) offer to persons who are deaf or have any other hearing impairment, or who have a communication impairment, the option of doing those things by means of an email or a third party's telephone relay or video relay service; and
- b) publish, in every instance that it publishes a telephone number that may be used to do those things, along with that telephone number, a description of how a person may access the services referred to in paragraph (a), including YYC's email address and the third party's telephone number for telephone relay or video relay service.

### **Provision 8: Website**

If YYC makes a website available to the public that may be used to access a client account, travel itinerary, travel schedule or trip status, to obtain contact information for YYC, to make or modify a reservation or to check in, it must

- a) offer to persons with disabilities the option of doing those things by means of a communication system that does not require the use of a website, such as by means of a telephone, an email or a third party's telephone relay or video relay service; and
- b) publish, in every instance that it publishes the address of the website that may be used to do those things, along with that website address, a description of how a person may access the services referred to in paragraph (a), including YYC's telephone number and email address and the third party's telephone number for telephone relay or video relay service.

### **Provision 9: Website – requirements**

YYC must ensure that every website, mobile website and application that it owns, operates or controls and that is made available to the public meets the requirements for a Level AA conformance that are set out in the Web Content Accessibility Guidelines.

**Provision 10: Public announcements**

- (1) A carrier must ensure that any public announcement relating to a departure or a gate or track assignment that is made for passengers waiting at a boarding area inside a terminal is made in an audio format and in a visual format. YYC has enabled audio and visual capabilities for when carriers make announcements.
- (2) If YYC makes any public announcement relating to safety or security inside a terminal, they must make that announcement in an audio and visual format.

**Provision 11: Automated self-service kiosks**

- (1) If YYC owns, operates or controls the hardware components of an automated self-service kiosk that is available for public use in a terminal, or owns, operates or controls the software components of such a kiosk, YYC must ensure that the hardware components or the software components, as the case may be, meet the requirements set out in clauses 1.4 and 3 to 7 and Annexes B and C, excluding the notes accompanying those clauses, of the National Standard of Canada CAN/CSAB651.2-07 (R2017), entitled Accessible design for self-service interactive devices, published in January 2007 by the Canadian Standards Association, as amended from time to time.
- (2) If YYC owns, operates or controls the hardware components of an automated self-service kiosk referred to in subsection (1), YYC must ensure that the kiosk is visually and tactilely discernible by an International Symbol of Access that is affixed to the front of it.

**Provision 12: Temporary application**

For a period of two years beginning on the day on which this section comes into force, if YYC owns, operates or controls the hardware components of an automated self-service kiosk that is available for public use in a terminal and meets the requirements of section 11, that kiosk must be marked with signage that specifies that persons with disabilities have priority access.

**Provision 13: Assistance with use of self-service kiosks**

YYC must, on the request of a person with a disability, assist the person, without delay, to use any automated self-service kiosk referred to in section 11.

**Provision 14: Accessible self-service kiosks**

- (1) YYC must ensure that any automated self-service kiosk referred to in section 11 is in good working order and is properly maintained.
- (2) If the automated self-service kiosk is not in good working order, YYC must ensure that it is repaired as soon as possible and, until it is repaired YYC must provide the following services to a person with a disability:

- (a) directing the person to the nearest working automated self-service kiosk that offers the same service as that provided by the kiosk that is not in good working order and, on the request of the person, assisting the person in using that kiosk; or
- (b) permitting the person to advance to the front of the line at a counter where they will be provided the same service as that provided by the automated self-service kiosk that is not in good working order.

**Provision 15: Personnel Training for the Assistance of Persons with Disabilities**

YYC must ensure that members of personnel receive the training that is required under sections 16 to 19.

**Provision 16: Interactions with public**

- (1) If a member of personnel may be required to interact with the public or to participate in making decisions or in developing policies or procedures in relation to the requirements of these Regulations, they must receive training that provides an adequate level of knowledge and skills to carry out those functions, including training with respect to the requirements of these Regulations and the policies and procedures of YYC with respect to persons with disabilities.
- (2) The training referred to in subsection (1) must provide an adequate level of knowledge in respect of
  - a) the following principles:
    - (i) the principle that all persons must be treated with dignity regardless of their disabilities,
    - (ii) the principle that all persons must have the same opportunity to make for themselves the lives that they are able and wish to have regardless of their disabilities or of how their disabilities interact with their personal and social characteristics,
    - (iii) the principle that all persons must have barrier-free access to full and equal participation in society, regardless of their disabilities, and
    - (iv) the principle that all persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities;
  - b) the different types of barriers that may hinder equal access to transportation services for persons with disabilities;
  - c) the various types of assistance that may be needed by persons with disabilities and the duties of YYC in relation to those needs, including
  - d) communication with persons with disabilities in accordance with section 6 and how to interact with them in a manner that respects their autonomy and dignity;
  - e) the role of a support person; and
  - f) the role and needs of a service dog.

**Provision 17: Physical assistance**

If a member of personnel may be required to provide physical assistance to a person with a disability in the course of carrying out their functions, they must receive training that provides an adequate level of knowledge and skills to carry out those functions, including training on how to

- a) seek information from the person with respect to their preferred method of assistance and any other measures they may require to ensure their safety and their comfort;
- b) maneuver mobility aids through doors and on irregular and multi-level surfaces, steps, curbs and elevators;
- c) transfer the person between their own mobility aid and a mobility aid provided by YYC and between a mobility aid and the person's passenger seat, including performing appropriate lifting techniques to perform various types of transfers of the person with maximum consideration for their dignity, safety and comfort;
- d) guide and orient a person whose impairment affects their mobility; and
- e) assist a person who has limitations in balance, agility or coordination that affect their mobility.

**Provision 18: Handling mobility aids**

If a member of personnel may be required to handle mobility aids in the course of carrying out their functions, they must receive training that provides an adequate level of knowledge and skills to carry out those functions, including training with respect to

- a) the different types of mobility aids; and
- b) the requirements and appropriate methods for transporting and storing mobility aids, including the disassembling, packaging, unpackaging and reassembling of mobility aids.

**Provision 19: Using or assisting with special equipment**

(1) If a member of personnel may be required to use, or to assist a person with a disability in using, any special equipment in the course of carrying out their functions, they must receive training that provides an adequate level of knowledge and skills to carry out those functions.

(2) In this section, special equipment includes

- a) a telecommunication device for persons who are deaf or who have any other hearing impairment;
- b) a lift, a ramp and any other level-change device;
- c) an on-board electrical power supply;
- d) a device for the connection of on-board auxiliary respirator systems;

- e) an on-board entertainment system that is accessible to persons with disabilities; and
- f) an automated self-service kiosk that is accessible to persons with disabilities.

**Provision 20: Initial training and supervision**

(1) YYC must ensure that a member of personnel has completed training suitable to the requirements of their functions within 60 days after the day on which that member assumes those functions.

(2) Until a member of personnel has completed the training that is suitable to the requirements of their functions, YYC must ensure that they carry out their functions under the direct supervision of a person who has completed that training.

**Provision 21: Refresher training**

YYC must ensure that members of personnel who have received training that is required by this Part also receive, at least once every three years, refresher training that is suitable to the requirements of their functions.

**Provision 22: Duty to inform personnel**

If YYC introduces any new policy, procedure or technology with respect to persons with disabilities or offers any new transportation-related service or facility to assist persons with disabilities, YYC must, as soon as feasible, inform members of personnel of that new information, unless it is not relevant to the requirements of their functions.

**Provision 23: Preparation of training programs**

(1) YYC must implement and maintain each training program for members of personnel in accordance with the following requirements:

- a) the training program must include the information set out in Schedule 1;
- b) the training program must be available for inspection by the Agency; and
- c) any new information that is referred to in section 22 must be incorporated in the training program as soon as feasible.

(2) YYC must consult persons with disabilities in the development of each training program and the principal teaching methods.

(3) YYC must, as soon as feasible, make available any information about a training program that is set out in Schedule 1, except any personal information or confidential business information, to any person who requests that information.



## **Part 4 – Division 1: Service Requirements Applicable to Terminal Operators**

### **Provision 212: Application**

### **Provision 213: Non-application – certain terminals**

### **Provision 214: Prohibition – no charge for required services**

It is prohibited for YYC to impose a charge or fee for any service that YYC is required by this Part to provide to any person.

### **Provision 215: Communication of information**

YYC must publish in electronic format on its website, or in another format if it does not have a website, information about the services or facilities available at the terminal for persons with disabilities, including information about

- a) the curbside zone, including where the curbside zone is located and how to request assistance to or from the curbside zone;
- b) ground transportation from the terminal that is accessible to persons with disabilities, including whether a vehicle that is capable of carrying a nonfolding or non-collapsible mobility aid is available;
- c) the location of designated areas for service dogs to relieve themselves;
- d) transportation between facilities at a terminal that is accessible to persons with disabilities; and
- e) wheelchair and electric cart services

### **Provision 216: Assistance for persons with disabilities**

- (1) YYC must, on the request of a person with a disability, without delay, assist the person with their baggage and with a wheelchair, and provide the following services to the person:
  - a) providing the person with a wheelchair if needed by the person;
  - b) assisting the person to proceed between the general public area and the curbside zone, including by guiding; and
  - c) assisting the person to proceed between the curbside zone and the check-in area or, if there is no check-in area, between the curbside zone and a representative of a carrier, including by guiding.
- (2) However, YYC is not required to provide a person with any assistance referred to in subsection (1) if a carrier is already providing that person with assistance.

**Provision 217: Service provider for ground transportation, rental vehicles**

- (1) If YYC enters into an agreement or arrangement with any service provider for the provision of ground transportation from the terminal, including by taxi, limousine, bus or rental vehicle, YYC must ensure that the service provider provides transportation that is accessible to persons who are travelling with a mobility aid or any other assistive device or with a service dog, including transportation with vehicles that are capable of carrying non-folding or non-collapsible mobility aids.
- (2) If YYC enters into an agreement or arrangement with any service provider for the provision of rental vehicles from the terminal, YYC must ensure that the service provider provides rental vehicles that are equipped with hand-control systems.

**Part 4 – Division 2: Technical Requirements Applicable to Terminal Operators****Provision 218: Application****Provision 219: Non-application – certain areas or facilities****Provision 220: Pre-existing terminals**

- (1) Subject to subsection (2), sections 222, 226, 228 and 230 do not apply to a pre-existing terminal.
- (2) If YYC makes a modification — other than a modification to a mechanical, electrical or plumbing system or a modification carried out for an aesthetic purpose or for maintenance or repair — to any amenity or equipment that is used in a pre-existing terminal, YYC must ensure that the modified amenity or equipment meets the requirements of sections 222, 226, 228 and 230, except in the following circumstances:
  - (a) the dimensions of the terminal or of the amenity or equipment are unalterable;
  - (b) the structural integrity or safe operation of the terminal or of the amenity or equipment would be materially affected;
  - (c) the principal purpose of the amenity or equipment would be fundamentally altered; or
  - (d) the *Heritage Railway Stations Protection Act* or any other Act of Parliament related to heritage protection would be contravened.
- (3) In this section, a pre-existing terminal means a terminal
  - (a) in respect of which YYC became the owner, operator or lessee before the day on which this section comes into force; or

- (b) in respect of which YYC became the owner, operator or lessee on or after the day on which this section comes into force if YYC submitted the call for tenders for the purchase, lease or construction of that terminal before the day on which this section comes into force.

**Provision 221: Duty of terminal operator**

YYC must ensure that any terminal that it owns, operates or leases and any related facilities, including any amenities or equipment used in them, meet the requirements set out in this Division.

**Provision 222: Terminal – requirements**

A terminal must meet the requirements set out in CSA B651-18, excluding clauses 5.6.2, 6.5.6, 6.6.2.2, 6.6.2.7.1, 6.7.3, 7 and 8.5 and all Annexes, commentary and figures.

**Provision 223: Lift, ramp, or stairs – requirements**

A lift, ramp or stairs that are used at a terminal for the boarding or disembarkation of persons with disabilities must meet the requirements for a lift, ramp or stairs, as the case may be, that are set out in section 69, section 70 or subsection 71(1).

**Provision 224: No level boarding – airports**

In the case of an airport, if the terminal does not permit level boarding of an aircraft, the terminal must be equipped with a lift, a ramp or portable stairs.

**Provision 225: Wheelchairs**

- (1) A terminal must have wheelchairs available for use by passengers in a number that is sufficient to accommodate the number of persons with disabilities who are likely to use them at any one time.
- (2) A wheelchair that is available for use by passengers at a terminal must have
  - (a) footrests and wheel locks; and
  - (b) in the case of a wheelchair used for boarding,
    - i. movable armrests and an occupant restraint device, and
    - ii. a backrest of a height that permits the person using the wheelchair to be safely and easily transferred to and from a seat.

**Provision 226: Seats**

A terminal must have

- (a) seats that are located along paths of travel at regular intervals of approximately 30 m; and
- (b) in every boarding area, designated priority seats for persons with disabilities that

- i. are located so as to be close to members of personnel who are stationed at the boarding gate,
- ii. are located so as to permit them to view screens or other boards that display information relating to departures or gate or track assignments, and
- iii. are marked with signage that specifies that persons with disabilities have priority access.

**Provision 227: Designated relief area**

(1) A designated area for service dogs to relieve themselves must

- (a) be identified by tactile and Braille signage; and
- (b) be cleaned and maintained on a regular basis.

(2) The terminal must have signage that indicates the direction to follow in order to access a designated relief area for service dogs.

(3) A terminal must have a designated area for service dogs to relieve themselves that is located outside of the terminal and that a person with a disability may reach from the terminal by means of a path of travel that is accessible to persons with disabilities.

(4) A terminal must have a designated area for service dogs to relieve themselves that a person with a disability may reach, from the area of the terminal into which access is strictly controlled, by means of a path of travel that is accessible to persons with disabilities and that does not require the person to exit and re-enter that area.

**Provision 228: Light-rail trains and shuttle buses**

Sections 90 to 93, 96, 102, 109, 127 to 130, 190, 195, 197 and 206 apply, with any modifications that the circumstances require, in respect of any light-rail train and any shuttle bus that operates between any facilities of a terminal.

**Provision 229: Obstruction due to repairs or maintenance**

If there is any object that is obstructing a path of travel inside or outside of a terminal because of repairs or maintenance, it must be detectable by a person using a cane.

**Provision 230: Non-accessible path of travel**

If a path of travel inside or outside of a terminal is not accessible to a person with a disability, including because there are stairs or escalators, there must be an alternative path of travel that is accessible to persons with disabilities and that allows them to access the desired service or reach the desired destination.

**Provision 231: Maintenance**

(1) A terminal or any related facility that is subject to any requirement under this Division — including a shuttle bus or a light-rail train that operates between any facilities of a terminal — must be in good working order and properly maintained.

(2) If any facilities that are referred to in subsection (1), including any amenities or equipment used in those facilities, are not in good working order, they must be repaired as soon as possible and, until they are repaired, measures must be taken that will result in a substantially equivalent or greater level of accessibility for persons with disabilities.

## Consultations

YYC consulted representatives of the accessible community, airport partners, and internal departments in the creation of this plan. A draft of this plan was shared via email with YYC's Accessibility Advisory Committee, and relevant subcommittee(s), to gather feedback over a two-week period from April 14, 2023 to April 28, 2023. Feedback from internal, YYC departments was also requested during the two-week consultation period.

YYC's Accessibility Advisory Committee includes individuals that serve as advocates and experts representing the following types of disabilities.

- Physical Disabilities
- Visual Disabilities
- Cognitive Disabilities
- Neurological Disabilities
- Learning Disabilities
- Hearing Disabilities

The Accessibility Advisory Committee also includes individuals that represent the following disability rights organizations.

- Canadian National Institute for the Blind (CNIB)
- Society for the Treatment of Autism
- Cerebral Palsy Association of Alberta
- Alberta Cerebral Palsy Sport Association
- Pace Kids

The Accessibility Advisory Committee also includes representation from YYC and other airport partners. At the time that this plan was published, the total number of participants on the Accessibility Advisory Committee is 41.

Items for consideration during the consultation period were presented in a survey-format for feedback collection. The consultation survey consisted of three main topic areas: consideration of [accessibility principles](#), language use in the plan, and relevance of accessibility goals with regards to the Accessible Transportation for Persons with Disabilities Regulations (ATPDR).

Specific questions asked in the survey are noted below.

- Do you think this plan has been developed in accordance with the following principles?
  1. All persons must be treated with dignity regardless of their disabilities;
  2. All persons must have the same opportunity to make for themselves the lives that they are able and wish to have regardless of their disabilities;
  3. All persons must have barrier-free access to full and equal participation in society, regardless of their disabilities;
  4. All persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities;
  5. Laws, policies, programs, services and structures must take into account the disabilities of persons, the different ways that persons interact with their environments and the multiple and intersecting forms of marginalization and discrimination faced by persons; and,
  6. Persons with disabilities must be involved in the development and design of laws, policies, programs, services and structures.
- Is the plan written in language that is clear, simple, and concise?
- Do the accessibility goals throughout this plan accurately reflect the requirements set out within the provisions of the Accessible Transportation for Persons with Disabilities Regulations (ATPDR)?
- Are the timelines for the accessibility goals reasonable and actionable?
- Do you have any other comments or feedback regarding this plan?

Feedback received during the consultation period indicated that the local accessible community and The Calgary Airport Authority staff views this plan as:

- being developed in accordance with the [six accessibility principles](#);
- being written in language that is clear, simple, and concise;
- accurately reflecting the requirements set out within the provisions of the Accessible Transportation for Persons with Disabilities Regulations (ATPDR) in the noted accessibility goals; and

- having reasonable and actionable timelines for the noted accessibility goals.

Additional comments received helped to revise goals to speak to using more inclusive language and reiterated the importance that the Accessibility Advisory Committee will play in furthering accessibility at YYC Calgary International Airport.